

Virginia Department of Health
Center for Quality Health Care Services and Consumer Protection

QHC016
Effective 11/1/2002

Notifying Local Ombudsmen of Surveys

Introduction

Participation by the local Ombudsmen is integral to a facility's federal certification survey process. To expedite notification of the survey, the process has become part of the surveyor entrance conference survey activities. Ombudsmen fax numbers will be provided to each facility administrator and the administrator will assist the survey team leader in faxing notification to the local Ombudsman.

General rules

- A. Each Ombudsman shall assure that each administrator in his/her area has the current Ombudsman fax number.
- B. Each administrator shall assist the survey team leader in notifying the Local Ombudsman by providing the Ombudsman's fax number and allowing access to a fax machine during the entrance conference survey activities.
- C. During the entrance conference, the survey team leader shall notify the Local Ombudsman via fax that the survey team has arrived on site.

NOTE: If a facility's fax machine is not operating, the facility administrator shall be responsible for notifying the Ombudsman of the arrival of the survey team.

- D. A standardized form has been developed for use. The form can be duplicated as necessary.

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NOTIFICATION OF ON-SITE SURVEY

Facility Name: _____

Date: _____

Surveyors have arrived on-site.

Survey Team Leader: _____